



Bib Data Sheet


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SERIAL NUMBER 09/578,723	FILING DATE 05/26/2000 RULE	CLASS 707	GROUP ART UNIT 2771	ATTORNEY DOCKET NO. P19115
APPLICANTS Robert R. Bushey, Cedar Park, TX ; John M. Martin, Austin, TX ; Jennifer M. Mauney, Austin, TX ;				
** CONTINUING DATA ***** THIS APPLN CLAIMS BENEFIT OF 60/136,405 05/27/1999 <i>up</i>				
** FOREIGN APPLICATIONS ***** <i>none up</i>				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 07/20/2000				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged Examiner's Signature <i>[Signature]</i> Initials	STATE OR COUNTRY TX	SHEETS DRAWING 1	TOTAL CLAIMS 24	INDEPENDENT CLAIMS 5
ADDRESS 07055				
TITLE Method to identify and categorize customer's goals and behaviors within a customer service center environment				
FILING FEE RECEIVED 918	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:			
				<input type="checkbox"/> All Fees
				<input type="checkbox"/> 1.16 Fees (Filing)
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